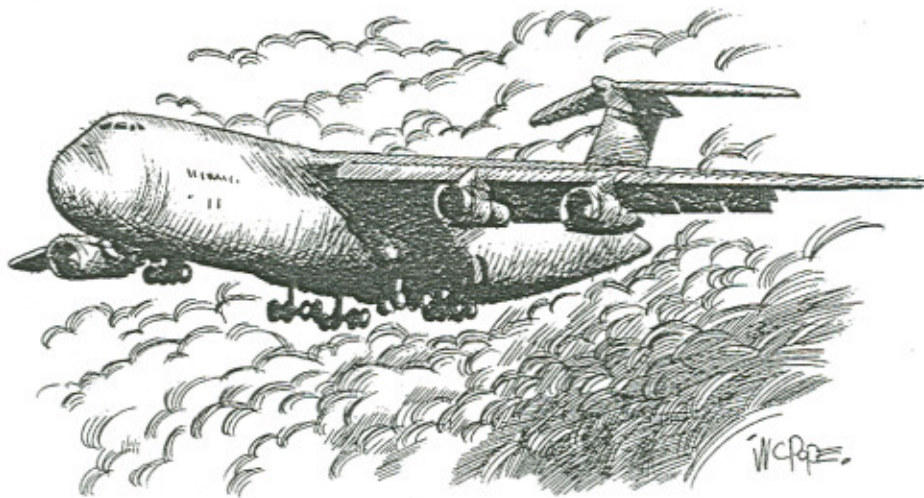


PERFORMANCE PLAN

SOLICITATION/CONTRACT NUMBER:

CONTRACTOR:

SERVICE: Base Fuels Management



This Performance Plan is provided for informational purposes only. It is part of the Solicitation, but shall not be made part of the resulting contract. This Performance Plan provides contractors with information on Air Force requirements, the level of performance expectations and how the Air Force will confirm the services are provided. Methods of Surveillance can change after the contract award.

MAY 25 2005

INTRODUCTION

1. This Performance Plan (PP) has been developed to implement Air Force Instruction (AFI) 63-124, Performance-Based Services Acquisitions (PBSA). It is designed to provide the Quality Assurance Personnel (QAP) an effective and systematic surveillance method for each listed service on the Services Summary (SS) in the Fuels Management Contract.

1.1. Where appropriate, methods for administering and evaluating services not included in the SS are to be developed by the QAP.

1.2. Any nonconformance with contract requirements is a "defect." The term "defective" is used in reference to a service output in the SS that does not meet the output's associated standard.

1.3. The PP provides a systematic method to evaluate the services the contractor is required to furnish and not the details of how the contractor accomplishes the work. The plan uses a combination of the surveillance methods described in the Air Force Instruction 63-124, Paragraphs 4.1.5. and 4.1.7. that specifies how inspection and acceptance of services is to occur.

1.4. This PP is based on the premise that the contractor, and not the government are responsible for the management and quality control actions to meet the terms of the contract. The Performance Threshold recognizes that the contractor is not a perfect manager and that unforeseen and uncontrollable problems do occur. Good management and use of an adequate quality control plan will allow the contractor to operate within specified performance thresholds. QAP's are to be objective, fair, and consistent in evaluating contractor performance against the standards.

HOW TO USE THE SURVEILLANCE PLAN

2. **QUALITY ASSURANCE PERSONNEL SCHEDULE.** The QAP will develop a monthly surveillance schedule, based on the surveillance plans requirements. The monthly schedule will be completed not later than seven calendar days before the beginning of the period it covers. Copies of the schedule shall be sent to the contract administrator and to the Functional Director/Functional Commander (FD/FC). The schedule shall be marked "**FOR OFFICIAL USE ONLY**" and shall not be shown to the contractor.

2.1. Select the areas and times for random sampling using the procedures in the sampling guides. Annotate the selected inspection items/times on the schedule. When the sampling concept does not allow for specific selection on inspection items/times during the succeeding month, show on the schedule the date and time the random sample selection will be accomplished.

2.2. Program any other surveillance method into the schedule so as not to interfere with the sampling requirements.

2.3. Indicate when any Management Information System reports will be reviewed.

2.4. Changes to the monthly surveillance schedule will be posted weekly and copies sent to the contract administrator and FD/FC. Include documentation of the reasons for the changes.

3. **ACTUAL SURVEILLANCE.** Actual surveillance should be comparable to the monthly schedule.

3.1. It is essential that the exact number of inspections in a random sample be accomplished. It is also essential that the exact number of 100 percent inspections be done for an effective quality assurance system.

3.1.1. If less than the required number of inspections are made or inspections are made outside the randomly selected sample, the ability to project from random sample results to lot results is destroyed. If this should occur, document the reason the inspections were missed and consider the missed inspections acceptable. This alternative increases the Government's risk of accepting a defective lot.

3.1.2. It may be necessary to overdraw the random sample by 10 percent or more to create a pool of randomly selected potential replacement samples since some original samples selected may not be able to be surveilled or additional samples are needed due to changes in the lot size. If replacement samples are used they must be used in the order drawn for the time remaining in the month.

3.1.3. In either case, only those defects recorded by the QAP during scheduled surveillance may be used to determine the level of contract performance.

4. **RANDOM SAMPLING SURVEILLANCE.** When random sampling is the method of surveillance, record the results of the inspection on the inspection record provided in this surveillance plan. These documents are the official Air Force record of the contractor's performance.

4.1. When a surveillance observation results in an unacceptable rating recorded on the front of the inspection record, the specific reason for the unacceptable performance must be recorded on the "unacceptable performance form".

4.2. The contractor is required to immediately correct, if possible, all defects detected during surveillance by the QAP. Any defects corrected by the contractor shall still count as defective, as the sample only represents performance if all of the lot is not inspected.

4.3. During the month the QAP may receive customer complaints about the quality of the service or may observe unacceptable performance by the contractor other than during a sample observation. These complaints and observations will be noted and should reinforce the accuracy of the sample results, but they will not be counted as a defect. Only defects discovered during sample observations will be counted when sampling is the method of surveillance. Only one surveillance method may be used during an inspection period to cause less than maximum payment for the listed service.

4.4. If the number of defects recorded exceeds the Performance Threshold (PT), the QAP will determine the possible cause of this unacceptable performance. If any government action or lack of action caused unacceptable performance, these defects shall not be counted. Any determination as to the reason for the defective will not be shared with the contractor as the contractor must manage the corrective actions as deemed necessary to deliver the contract requirements.

4.5. The QAP shall perform re-inspection, if possible, to ensure problem has been corrected. QAP will date, sign, and rate the reperformance.

4.6. If performance is judged unacceptable, the QAP will submit it, with the checklist recording the unacceptable performance, to the contract administrator. The seriousness of the situation should govern whether the QAP should provide the information to the contract administrator as soon as unacceptable performance is indicated or waits until not later than the third workday of the month following the surveillance.

5. **OTHER SURVEILLANCE METHODS.** Services surveilled by methods other than sampling shall have the results of the surveillance documented on the appropriate surveillance activity checklist or customer complaint form. The recording of defects or unacceptable services is the same as described above.

6. **INFORM CONTRACTOR'S REPRESENTATIVE.** The QAP must always contact the contractor's representative and inform the representative of unacceptable performance. The representative shall initial the entry on the tally or surveillance activity checklist. When the representative does not initial, the QAP must note on the write-up the time and method of notification, and the QAP's initials.

7. **REVISIONS TO QASP.** Revisions to this surveillance plan are the joint responsibility of the FD/FC and the QAP, with approval from the Contracting Officer.

8. **ADDITIONAL GUIDANCE.** For additional guidance, refer to AFI 63-124 and IC 2004-1.

FUELS SERVICE SUMMARY (SS)

1. PERCENTAGE OF EFFORT. In some fixed-price contracts it is helpful to have an established methodology for calculating payment deductions for poor performance in those instances where the contractor fails to meet the performance thresholds (PT) required by the contract. Many service contracts contain tasks that either cannot be or are not re-performed or of which re-performance is of no value to the government. In those circumstances, and if the contract contains the FAR 52.246-4 Inspection of Services – Fixed-Price clause, an additional 4th column can be added to the SS entitled “Percentage of Effort.” The Percentage of Effort column has percentages, inserted by the Government, that will exactly total 100% for the all requirements listed in the SS. These percentages represent the approximate percentage of the contractor’s total effort represented by each performance objective and the maximum percentage of the line item in the schedule for the monthly invoice that could be deducted from the contractor, if the service is found to be unacceptable.

2. CONTRACTOR PAYMENT:

2.1. For performance of a service that does not exceed the PT, the contractor will be paid the percentage of the monthly contract line item price indicated in column 4 of the attached SS charts for that service.

2.2. If performance of a service exceeds the PT for services inspected by random sampling or 100 percent inspection, the government will calculate payment as follows:

2.3. The maximum contract payment per month for all services is multiplied by the maximum payment percentage for the specific service to determine the maximum payment for acceptable service. This payment is multiplied by the percentage of the sample found acceptable to determine the percentage of the contract price that the contractor will be paid for the specific service. The total number of defectives found, not just those in excess of the reject level, are used to determine the percentage of the sample found unacceptable. The percentage of the sample found unacceptable subtracted from 100 percent determines the percentage of the lot found acceptable.

2.4.. When surveillance is accomplished using methods other than random sampling (100% surveillance, periodic surveillance and customer complaint), all service outputs, which are not inspected, are presumed to be acceptable. The total number of defectives found divided by the lot size will equal the percent found unacceptable.

2.5. For those services that are performed less frequently than monthly, the payment computation will be determined for the entire surveillance period and will be based upon the total maximum payment available for the entire surveillance period.

2.6. Any deductions from payment will be taken from the payment for the month in which the CO makes the determination that deduction is appropriate regardless of the period in which the performance occurred.

3. EXAMPLES OF PAYMENT COMPUTATIONS.

3.1. For services surveilled by random sampling:

3.1.1. Assume a Performance Threshold of 3, a corresponding sample size of 25, a lot size of 500 units, and that 10 defectives were found by the QAP. The payment computation would be as follows:

(1) Maximum contract line item payment per month	\$10,000
(2) Maximum percentage for the service (Column 4, SS)	<u>x 5%</u>
(3) Maximum payment for acceptable services.	\$ 500
(4) 10 defectives exceeds Performance Requirement of 3 defectives.	
(5) Percentage of sample found unacceptable (10/25, or defectives divided by sample size times 100)	40%
(6) Percentage of sample found acceptable (100% - Line 5)	60%
(7) Credit for one defective corrected in sample (Samples corrected divided by lot size times 100)	0.2%
(8) Acceptable percentage (Line 6 + Line 7)	60.2%
(9) Payment for percentage of acceptable services (Line 3 times Line 8)	\$301.00

3.2. For services not surveilled by random sampling

3.2.1. Assume a performance threshold of 5 percent, a lot size of 50 units, and that five defectives were found by the QAP. The payment will be computed as follows:

(1) Maximum contract line item payment per month	\$10,000
(2) Maximum payment percentage for the service (Column 4, SS)	<u>x 4%</u>
(3) Maximum payment for acceptable service	\$ 400
(4) 5 defectives exceeds reject level of 3 defectives (5% of lot size of 50 = 2.5 defectives rounded up to 3)	
(5) Percentage of lot found unacceptable (5 defectives divided by lot size of 50)	10%

times 100)

(6) Percentage of lot found acceptable (100% - Line 5)	90%
(7) Payment for percentage of acceptable service (Line 3 times Line 6)	\$ 360

4. FOR THOSE AREAS SURVEILLED LESS OFTEN THAN MONTHLY

4.1. If the monthly contract cost is \$10,000 and the surveillance is semiannual, then the contractor's payment is computed as follows. Assume a Performance Threshold of 5 percent and a defective percentage of 10 percent are discovered during scheduled surveillance. Also assume the percent of the total contract line item price for the service is 4 percent.

(1) Monthly contract line item payment	\$10,000
(2) Numbers of months represented by the period since the last surveillance	<u>x 6</u>
(3) Total Maximum payment for the period	\$60,000
(4) Percent of monthly contract line item price	<u>x 4%</u>
(5) Total Maximum payment for the service	\$ 2,400
(6) Percentage good (100% - 10%)	<u>x 90%</u>
(7) Contractor's payment for the period	2,160
(8) Amount previously paid during the period (5 months x \$400)	<u>- 2,000</u>
(9) Payment to the contractor this month	\$ 160

4.2. When the contractor has already been paid in previous months more than the computed payment for the period, use the following computation. If the monthly contract cost is \$10,000 and the surveillance is semiannual, then the contractor's payment is computed as follows. Assume a Performance Threshold of 10 percent, and a defective percentage of 25 percent is discovered during scheduled surveillance. Also assume the percent of the total contract line item price for the service is 4 percent.

(1) Monthly contract line item payment	\$10,000
(2) Number of months represented by the period since the last surveillance	<u>x 6</u>
(3) Total maximum payment for the period	\$60,000
(4) Percent of monthly contract payment (4%)	<u>x .4%</u>
(5) Total Maximum payment for the service	\$ 2,400
(6) Percentage good (100% - 25%)	<u>x .75%</u>
(7) Contractor's payment for the period	\$ 1,800
(8) Amount previously paid during the period (5 months x \$400)	\$ 2,000
(9) Payment to the contractor this month	\$ 0
(10) Reduction from the current invoice due to overpayment (to be set off against amounts due for other services)	(\$ 200)

NOTE: The taking of deductions shall not be deemed to waive or limit any right of the Government under the clause entitled "Default".

5. SERVICE SUMMARY TABLE

Performance Objective	Para No.	Performance Threshold	Percentage of Effort
SS-1. Respond to A/C Servicing Request, Priority 1. Respond within 10 minutes of notification or as requested. CC	1.3.1.1.1	PT-0 (PT-1)	8.0%
SS-2. Respond to A/C Servicing Request, Priority 2. Respond within 30 minutes of notification. RS	1.3.1.1.2	PT-2 (PT-3)	9.0%
SS-3. Respond to A/C Servicing Request, Priority 3. Respond within 60 minutes of notification. RS	1.3.1.1.3	PT-2 (PT-3)	8.0%
SS-4. Respond to Service Request, Ground Fuels. Respond within 60 minutes, or at the requested service time. CC	1.3.1.2	PT-2 (PT-3)	6.3%
SS-5. Compliance and Environmental and Fuels Information Service Center. Perform Quality Control of all products assigned to Fuels Management IAW prescribed directives. RS	1.5.1	PT-1 (PT-2)	16.0%
SS-6. Accounting and Administration. Accountable records shall be accomplished IAW AFMAN 23-110, DODM 4140.25M Vol I-IV. RS	1.4.1	PT-3 (PT-4)	5.0%
SS-7. Operators Maintenance on Facilities. Perform preventive maintenance on all assigned facilities IAW AFI 23-201, Para 6.6, and T.O. 37-1-1 and UFC 3-460-03, Chap 10. RS	1.3.2.1 1.3.2.7	PT-3 (PT-4)	9.0%
SS-8. Aircraft Refueling Operation. Perform servicing operations IAW T.O. 00-25-172 and appropriate checklist. RS	1.3.1.3	PT-1 (PT-2)	20.4%
SS-9. Bulk Fuel Receiving Procedures. Perform receiving operations IAW TO 37-1-1 and AFI 23-201. RS	1.3.2.2	PT-3 (PT-4)	8.0%
SS-10. Perform Preventive Maintenance on Mobile Refueling Equipment IAW prescribed directives. RS	1.3.1.7	PT-2 (PT-3)	8.3%
SS-11. Quality Control Program. a. Provide copy of Quality Control Plan on first day of orientation period and as changes occur. 100%	4.10		0.09% per workday, up to a maximum of 2.0% per month
b. Compliance with Contractor's Quality Control Plan	4.10	PT-0 (PT-1)	2.0%

CC = Customer Complaint

RS = Random Sampling

100% = 100% Inspection

SAMPLING GUIDE #1

SS #2 - Respond To Aircraft Request: Priority #2 Para 1.3.1.1.2

1. METHOD OF SURVEILLANCE: Random Sampling

2. Lot Size: 173 Servicings Per Month Avg

3. SAMPLE SIZE: 27

4. PERFORMANCE THRESHOLD: 2 Defects.

- a. Performance is acceptable if 2 or less sample items were defective during the month.
- b. Performance is unacceptable if 3 or more sample items were defective during the month.

5. SAMPLING PROCEDURES: At the beginning of the month, a random schedule will be made for Priority 2 Aircraft Servicings. Random days will be generated using the Automated Quality Assurance Scheduling Program. On selected days the QAP will monitor the resource control center for aircraft service request for priority aircraft. This monitoring of request can also be monitored from transient alert, flightline, or by mobile radio. On the 9 randomly select days, the QAP will surveil for priority 2 aircraft servicing. If deficiencies are noted during inspection the QAP will prepare an unacceptable performance reporting form. The QAP shall perform re-inspection, if possible, to ensure problem has been corrected. QAP will date, sign and rate the reperformance. This report will be submitted to the Contract Administrator for appropriate action.

1 st Shift	3 Servicings – 5 Times a month = 15
2 nd Shift	3 Servicings – 3 Times a month = 09
3 rd Shift	3 Servicings – 1 Times a month = 03
	27 per month

6. EVALUATION PROCEDURES: Upon monitoring the resource control center, flightline, or transient alert, the QAP will surveil for time of request and compare with time of arrival at aircraft. All findings will be annotated on aircraft priority servicing tally checklist. During each surveillance they will check for the required number of priority 2 aircraft servicings. The contractor must respond within 30 minutes or at the requested service time. If the contractor fails to respond within the allocated time or at the requested time, this will constitute a defect. If the required amount of Priority 2 aircraft are not available during this inspection, they will be observed during the next scheduled surveillance.

SAMPLING GUIDE # 2

SS #3 - Respond To Aircraft Request: Priority #3 Para 1.3.1.1.3

1. **METHOD OF SURVEILLANCE:** Random Sampling
2. **LOT SIZE:** 280 Servicings Per Month
3. **SAMPLE SIZE:** 27
4. **PERFORMANCE THRESHOLD:** 2 Defects.
 - a. Performance is acceptable if 2 or less sample items were defective during the month.
 - b. Performance is unacceptable if 3 or more sample items were defective during the month.
5. **SAMPLING PROCEDURES:** At the beginning of the month, a random schedule will be made for Priority 3 Aircraft Servicings. Random days will be generated using the Automated Quality Assurance Scheduling Program. On selected days the QAP will monitor the resource control center for aircraft service request for priority aircraft. This monitoring of request can also be monitored from transient alert, flightline, or by mobile radio. On the 9 randomly select days, the QAP will surveil for priority 3 aircraft servicing. If the time of request and the time of response exceed the allowable limit set forth in the PWS, the QAP will prepare an unacceptable performance reporting form. The QAP shall perform re-inspection, if possible, to ensure problem has been corrected. QAP will date, sign and rate the reperformance. This report will be submitted to the Contract Administrator for appropriate action.

1st Shift	3 Servicings – 5 Times a month = 15
2nd Shift	3 Servicings – 3 Times a month = 09
3 rd Shift	3 Servicings – 1 Times a month = 03
	27 per month
6. **EVALUATION PROCEDURES:** Upon monitoring the resource control center, flightline, or transient alert, the QAP will surveil for time of request and compare with time of arrival at aircraft. All findings will be annotated on aircraft priority servicing tally checklist. During each surveillance they will check for the required number of priority servicings. The contractor must respond within 60 minutes or at the requested service time. If the contractor fails to respond within the allocated time or at the requested time, this will constitute a defect. If the required amount of Priority 3 aircraft servicings are not available during this inspection, they will be observed during the next scheduled surveillance.

Tally Checklist
Priority Servicing

SS 2 & 3 - PRIORITY SERVICING

For The Month of _____

	Date	Type A/C	Tail No.	Pri	Time of Request	Time of Arrival	Response Time	Acc/Unacc	Over Draw	QAP's Initial
1								[] []	[]	
2								[] []	[]	
3								[] []	[]	
4								[] []	[]	
5								[] []	[]	
6								[] []	[]	
7								[] []	[]	
8								[] []	[]	
9								[] []	[]	
10								[] []	[]	
11								[] []	[]	
12								[] []	[]	
13								[] []	[]	
14								[] []	[]	
15								[] []	[]	
16								[] []	[]	
17								[] []	[]	
18								[] []	[]	
19								[] []	[]	
20								[] []	[]	
21								[] []	[]	
22								[] []	[]	
23								[] []	[]	
24								[] []	[]	
25								[] []	[]	
26								[] []	[]	
27								[] []	[]	
28								[] []	[]	
29								[] []	[]	
30								[] []	[]	
31								[] []	[]	
32								[] []	[]	
33								[] []	[]	
34								[] []	[]	
35								[] []	[]	
36								[] []	[]	
37								[] []	[]	
38								[] []	[]	
39								[] []	[]	

Tally Checklist
Priority Servicing

Date	Type A/C	Tail No.	Pri Request	Time of Request	Time of Arrival	Response Time	Acc/Unacc	Over Draw	QAP's Initial
40							[] []	[]	
41							[] []	[]	
42							[] []	[]	
43							[] []	[]	
44							[] []	[]	
45							[] []	[]	
46							[] []	[]	
47							[] []	[]	
48							[] []	[]	
49							[] []	[]	
50							[] []	[]	
51							[] []	[]	
52							[] []	[]	
53							[] []	[]	
54							[] []	[]	

SS 2 - Pri 2 Servicings
Accept 2 / Unacceptable 3

Required Observations 27

Acceptable _____

Unacceptable _____

QAP's Signatures

SS 3 - Pri 3 Servicings
Accept 2 / Unacceptable 3

Required Observations 27

Acceptable _____

Unacceptable _____

Initials

SAMPLING GUIDE # 3

SS #5 - Fuels Laboratory Para 1.4.2

1. **METHOD OF SURVEILLANCE:** Random Sampling
2. **LOT SIZE:** 277 (Average Samples Per Month)
3. **SAMPLE SIZE:** 33
4. **PERFORMANCE THRESHOLD:** 1 Defect.
 - a. Performance is acceptable if 1 or less sample items were defective during the month.
 - b. Performance is unacceptable if 2 or more samples items were defective during the month.
5. **SAMPLING PROCEDURES:** At the beginning of the month a random schedule will be made for SS #5, Quality Control & Laboratory. Random days will be generated using the Automated Quality Assurance Scheduling Program. The Quality Control and Laboratory function will be surveilled 11 times a month, 3 samples per inspection, Monday through Friday. The QAP will determine which equipment is due sampling utilizing the FAS Quality Control daily sampling schedule report. The QAP will use this data to determine what items are to be inspected during each surveillance. The QAP will evaluate to ensure that procedures are in accordance with technical directives, and appropriate manuals. If deficiencies are noted during inspection the QAP will prepare an unacceptable performance reporting form for the contractor to initial and take corrective action. The QAP shall perform re-inspection, if possible, to ensure problem has been corrected. QAP will date, sign and rate the reperformance.
6. **EVALUATION PROCEDURES:** At the date and time decided upon by use of the Automated Quality Assurance Scheduling Program, the QAP will observe the Quality Control Technician to assure samples are drawn and tests performed in accordance with 42B series T.O. The QAP will ensure that correlation samples are submitted to the Area Laboratory in accordance with T.O. 42B-1-1, Section IV. The QAP will determine if proper procedures and specification are being maintained. Failure to provide the required service as specified in 42B series T.O., and appropriate manuals constitutes a defect.

SS #5 - FUELS LABORATORY

DATE _____ TIME _____

Three samples per inspection will be evaluated. Samples will be selected from the FAS Quality Control daily sampling schedule report the day of the inspection.

1. _____ 2. _____ 3. _____

1. Are all fuels sampling and analyses conducted by an individual who has attended and completed the Fuels Quality Control Course, J3AZR2F051-001 or Army Quartermaster Petroleum Laboratory Specialist course, 491-77-L10? (Ref: PWS para 1.4.2.1.1)

ACCEPTABLE _____ UNACCEPTABLE _____

2. Are all equipment and facilities sampled and tested when required? (Ref: AFI 23-201, para 7.15 and T.O. 42B-1-1, Table 5-1 and Section 6)

ACCEPTABLE _____ UNACCEPTABLE _____

3. Are results of all laboratory tests recorded using the FAS? (Ref: AFI 23-201, para 7.18.3 and T.O. 42B-1-1, para 5.23)

ACCEPTABLE _____ UNACCEPTABLE _____

4. Is an effective Danger/Caution Tag Program in-use to identify and control the removal and isolation of fuel systems and equipment when they fail to conform to safety or quality standards? (Ref: AFI 23-201, para 5.3 and 7.17 and AFOSH STD 91-501 Chapter 21)

ACCEPTABLE _____ UNACCEPTABLE _____

5. Is a crash kit being maintained, inventoried, and inspected for cleanliness and serviceability annually, and a semi-annual check to ensure the seal is intact. (Ref: AFI 23-201, para 7.20.2.2 and 7.20.2.3)

ACCEPTABLE _____ UNACCEPTABLE _____

6. Are at least 10 no-notice spot checks performed each week? At bases with less than 20 full-time fuels personnel perform at least two no-notice spot checks per week. Are weekly spot checks being rated as "satisfactory" or "unsatisfactory" (spot check all shifts?) (Ref: AFI 23-201, para 8.4.1, 8.4.2 and 8.5)

ACCEPTABLE _____ UNACCEPTABLE _____

7. Are each of the fuel functions being inspected at least once each six months? Are inspections being documented on AF Form 2419, *Routing and Review of Quality Control Reports* and AF Form 2420, *Quality Control Inspection Summary* or computer generated form to the applicable element supervisor and chain of command to include the squadron commander? (Ref: AFI 23-201, para 8.3.1.1 and 8.6.1.1)

ACCEPTABLE _____ UNACCEPTABLE _____

8. Are personnel strictly adhering to established guidance for general safety, sampling safety, and safety during laboratory analyses? **NOTE:** Any safety violation will result in an immediate unacceptable rating. (AFOSH STD 91-38, para 5.3 and attachment 4)

ACCEPTABLE _____ UNACCEPTABLE _____

REMARKS _____

QAP

CONTRACT REPRESENTATIVE

Tally Checklist
Priority Servicing

SS 5 - Fuels Laboratory

For The Month of _____

	Date	Sample Source	Acc/Unacc	Over Draw	QAP's Initial	Remarks
1	_____	_____	[] []	[]	_____	_____
2	_____	_____	[] []	[]	_____	_____
3	_____	_____	[] []	[]	_____	_____
4	_____	_____	[] []	[]	_____	_____
5	_____	_____	[] []	[]	_____	_____
6	_____	_____	[] []	[]	_____	_____
7	_____	_____	[] []	[]	_____	_____
8	_____	_____	[] []	[]	_____	_____
9	_____	_____	[] []	[]	_____	_____
10	_____	_____	[] []	[]	_____	_____
11	_____	_____	[] []	[]	_____	_____
12	_____	_____	[] []	[]	_____	_____
13	_____	_____	[] []	[]	_____	_____
14	_____	_____	[] []	[]	_____	_____
15	_____	_____	[] []	[]	_____	_____
16	_____	_____	[] []	[]	_____	_____
17	_____	_____	[] []	[]	_____	_____
18	_____	_____	[] []	[]	_____	_____
19	_____	_____	[] []	[]	_____	_____
20	_____	_____	[] []	[]	_____	_____
21	_____	_____	[] []	[]	_____	_____
22	_____	_____	[] []	[]	_____	_____
23	_____	_____	[] []	[]	_____	_____
24	_____	_____	[] []	[]	_____	_____
25	_____	_____	[] []	[]	_____	_____
26	_____	_____	[] []	[]	_____	_____
27	_____	_____	[] []	[]	_____	_____
28	_____	_____	[] []	[]	_____	_____
29	_____	_____	[] []	[]	_____	_____
30	_____	_____	[] []	[]	_____	_____
31	_____	_____	[] []	[]	_____	_____
32	_____	_____	[] []	[]	_____	_____
33	_____	_____	[] []	[]	_____	_____

Required Observation Accept 1 / Unacceptable 2

Acceptable _____

Unacceptable _____

QAP's Signatures

Initials

SAMPLING GUIDE # 4

SS #6 - Accounting & Administration Para 1.4.1

- 1. METHOD OF SURVEILLANCE:** Random Sampling
- 2. LOT SIZE:** 240 (FAS Ledger Accountable Records) $8 \times 30 = 240$
- 3. SAMPLE SIZE:** 25
- 4. PERFORMANCE THRESHOLD:** 3 Defects
 - a. Performance is acceptable if 3 or less sample items were defective during the month.
 - b. Performance is unacceptable if 4 or more sample items were defective during the month.
- 5. SAMPLING PROCEDURES:** At the beginning of the month, a random schedule will be made for SS #6, Accounting and Administration. Random numbers will be generated using the Automated Quality Assurance Evaluator Scheduling Program. The Accounting and Administration function will be surveilled 9 times per month, Monday through Friday. Using the sample selection worksheet, random generated numbers will be assigned to each product grade in the order drawn. The QAP will conduct 9 inspections during the month. Seven (7) inspections, consisting of three (3) FAS Ledgers, by product grade, and two (2) inspection of two (2) FAS Ledgers, by product grade. Products randomly selected shall have their supporting documents audited to ensure totals match totals entered into the FAS Ledger, and that all entries are correct. FAS Ledgers will be compared with the Fuels Enterprise System, commonly known as the "Purple Hub", to ensure all transactions have been posted correctly. The QAP will obtain the completed aviation and ground fuels records for the previous completed day's records. Using the FAS Ledger (Inventory Record) for the product selected, they will inspect for accuracy and completeness of each product selected for that day (JP-8, Diesel, Mogas, E-85, Biodiesel, Liquid Oxygen, Liquid Nitrogen and Deice Fluid).
- 6. EVALUATION PROCEDURES:** On the selected day the QAP will check the accounting and administration functions utilizing checklist SS #6. The QAP will evaluate the previous day's accountable records. Supporting documentation for that day shall coincide with the entries entered into FAS Ledger and subsequent posting to the Purple Hub. Discrepancies noted during this reconciliation would constitute a defect and unacceptable rating. In addition, all DD 1131, Cash Collection Vouchers, will be audited to ensure monies collected have been calculated correctly and processed through the Accounting and Finance Office. A defect of nonconformance found shall cause the observation to be documented on an unacceptable performance reporting form. The specific details of the defect shall be presented to the contractor's representative. Request the contractor to sign, date and detail corrective action(s) on the form. The QAP shall perform re-inspection, if possible, to ensure the problem has been corrected. QAP will date, sign and rate the

reperformance. This documentation shall be forwarded to the Contractor administrator/officer with the monthly inspection records.

SS #6 – ACCOUNTING AND ADMINISTRATION

DATE _____ TIME _____

1. _____ 2. _____ 3. _____

1. Are individuals performing accounting duties (a minimum of two) graduates of the Air Education and Training Command Fuels Accounting course and Defense Energy Support Center (DESC) Fuels Automated System (FAS) course or the DESC Inventory Accounting course and DESC FAS course? (Ref: PWS, para 1.4.1.1. and AFI 23-201, para 7.1.1.)

ACCEPTABLE _____ UNACCEPTABLE _____

2. Are all transactions processed in the FAS and the Fuels Enterprise System (FES) in accordance with DESC Guidance? (Ref: DESC-DC-P-1, Posting of Daily and EOM Transactions and DESC-DC-I-4, Processing Physical Inventory and EOM Operating Gain/Loss Transactions)

ACCEPTABLE _____ UNACCEPTABLE _____

3. Is reconciliation between the FAS and FES performed daily? Are all rejects, if any, cleared daily? (Ref: DESC-DC-P-1, Posting of Daily and EOM Transactions and AFI 23-201, paragraph 7.3.1.6.)

ACCEPTABLE _____ UNACCEPTABLE _____

4. Are meter rotations, other than a normal issue/defuel, annotated on the reverse side of AF Form 1232? Does the annotation include beginning and ending totalizer meter reading, quantity rotated and individual's name? (Ref: AFMAN 23-110, Volume 1, Part 3, Chapter 1, paragraph 1.63.2.)

ACCEPTABLE _____ UNACCEPTABLE _____

5. Are cash sales of DESC product properly computed and correctly documented? (Ref: DESC-DC-I-7, Cash Sales Procedures)

ACCEPTABLE _____ UNACCEPTABLE _____

6. Is a permanent document control jacket file maintained for each day's fuels transactions? (Ref: AFMAN 23-110, Volume 2, Part 2, Chapter 34, paragraph 34.8)

ACCEPTABLE _____ UNACCEPTABLE _____

7. Is a backup of the FAS conducted daily, weekly, monthly, and annually to ensure maximum safeguards against data loss? (Ref: DESC-DC-I-22, Retention and backup of FCC/Base Level Fuels Data and AFI 23-201, paragraph 7.3.1.5)

ACCEPTABLE _____ UNACCEPTABLE _____

8. Is the Defense Logistics Agency 1884 report submitted weekly via FES on all reportable products with a physical inventory equal to or greater than 500 barrels (21,000 gallons)? Is the data accurate? (Ref: DESC-DC-I-2 1884 Reporting Guidance)

ACCEPTABLE _____ UNACCEPTABLE _____

9. Are minimum/maximum inventories maintained in accordance with the Inventory Management Plan and War Consumable Distribution Objective? (Ref: AFI 23-201, para 5.9 and DoD 4140.25-M, Volume II, Chapter 11, paragraph D.2)

ACCEPTABLE _____ UNACCEPTABLE _____

10. Is an appropriate file plan prepared and developed for each office identifying the records it maintains? Are files and records maintained in accordance with disposition instructions? (Ref: AFMAN 37-123, para 2.2.1. and AFRDS website <https://webrims.amc.af.mil>)

ACCEPTABLE _____ UNACCEPTABLE _____

11. Are official records, which have been converted to or created in electronic form, identified in the file plan? Are electronic records maintained in accordance with the disposition instructions? (Ref: AFMAN 37-123, Chapter 7 and AFRDS, website <https://webrims.amc.af.mil>)

ACCEPTABLE _____ UNACCEPTABLE _____

REMARKS _____

QAP

CONTRACT REPRESENTATIVE

Tally Checklist
Priority Servicing

SS 6 - Accounting & Administration

For The Month of _____

	FAS Ledgers Audited This		QAP's		
	Date	Inspection	Acc/Unacc	Initial	Remarks
1	_____	_____	[] []	_____	_____
2	_____	_____	[] []	_____	_____
3	_____	_____	[] []	_____	_____
4	_____	_____	[] []	_____	_____
5	_____	_____	[] []	_____	_____
6	_____	_____	[] []	_____	_____
7	_____	_____	[] []	_____	_____
8	_____	_____	[] []	_____	_____
9	_____	_____	[] []	_____	_____
10	_____	_____	[] []	_____	_____
11	_____	_____	[] []	_____	_____
12	_____	_____	[] []	_____	_____
13	_____	_____	[] []	_____	_____
14	_____	_____	[] []	_____	_____
15	_____	_____	[] []	_____	_____
16	_____	_____	[] []	_____	_____
17	_____	_____	[] []	_____	_____
18	_____	_____	[] []	_____	_____
19	_____	_____	[] []	_____	_____
20	_____	_____	[] []	_____	_____
21	_____	_____	[] []	_____	_____
22	_____	_____	[] []	_____	_____
23	_____	_____	[] []	_____	_____
24	_____	_____	[] []	_____	_____
25	_____	_____	[] []	_____	_____

Required Observations 25

Acceptable _____

Unacceptable _____

QAP's Signatures

Initials

	Accountable Records		OD		Accountable Records		OD
1 - 7	JP-8	[]	[]	197 - 203	LN2	[]	[]
8 - 14	Diesel	[]	[]	204 - 210	DEICE	[]	[]
15 - 21	MUM	[]	[]	211 - 217	BDI	[]	[]
22 - 28	LOX	[]	[]	218 - 224	E85	[]	[]
29 - 35	LN2	[]	[]	225 - 231	JP-8	[]	[]
36 - 42	DEICE	[]	[]	232 - 238	Diesel	[]	[]
43 - 49	BDI	[]	[]	239 - 245	MUM	[]	[]
50 - 56	E85	[]	[]	246 - 252	LOX	[]	[]
57 - 63	JP-8	[]	[]	253 - 259	LN2	[]	[]
64 - 70	Diesel	[]	[]	260 - 266	DEICE	[]	[]
71 - 77	MUM	[]	[]	267 - 273	BDI	[]	[]
78 - 84	LOX	[]	[]	274 - 280	E85	[]	[]
85 - 91	LN2	[]	[]	281 - 287	JP-8	[]	[]
92 - 98	DEICE	[]	[]	288 - 294	Diesel	[]	[]
99 - 105	BDI	[]	[]	295 - 301	MUM	[]	[]
106 - 112	E85	[]	[]	302 - 308	LOX	[]	[]
113 - 119	JP-8	[]	[]	309 - 315	LN2	[]	[]
120 - 126	Diesel	[]	[]	316 - 322	DEICE	[]	[]
127 - 133	MUM	[]	[]	323 - 329	BDI	[]	[]
134 - 140	LOX	[]	[]	330 - 336	E85	[]	[]
141 - 147	LN2	[]	[]	337 - 343	JP-8	[]	[]
148 - 154	DEICE	[]	[]	344 - 350	Diesel	[]	[]
155 - 161	BDI	[]	[]	351 - 357	MUM	[]	[]
162 - 168	E85	[]	[]	358 - 364	LOX	[]	[]
169 - 175	JP-8	[]	[]	365 - 371	LN2	[]	[]
176 - 182	Diesel	[]	[]	372 - 378	DEICE	[]	[]
183 - 189	MUM	[]	[]	379 - 385	BDI	[]	[]
190 - 196	LOX	[]	[]	386 - 392	E85	[]	[]

Lot Size 240

AF 1237 (JP-8, Diesel, MUM, LOX, LIN, DEICE, BDI, E85) 8 Products X 30

Last Update 11 May 05

Sample Size 25
MER 15%

SAMPLING GUIDE # 5

SS #7 - OPERATORS MAINTENANCE ON FACILITIES

Para 1.3.2.1 and 1.3.2.7

- 1. METHOD OF SURVEILLANCE:** Random Sampling
- 2. LOT SIZE:** 132 (6 Facilities X 22 Workdays)
- 3. SAMPLE SIZE:** 25
- 4. PERFORMANCE THRESHOLD:** 3 Defects
 - a. Performance is acceptable if 3 or less sample items were defective during the month.
 - b. Performance is unacceptable if 4 or more sample items were defective during the month.
- 5. SAMPLING PROCEDURES:** At the beginning of the month, a random schedule will be made for SS #7, Maintenance of Facilities. Random numbers will be generated using the Automated Quality Assurance Evaluator Scheduling Program. Using the sample selection worksheet, random generated numbers will be assigned to each facility in the order drawn. The QAP will schedule the inspection to coincide with the maintenance schedule provided by the contractor in accordance with the performance work statement, para. 1.3.2.1.2.
- 6. EVALUATION PROCEDURES:** At the time the contractor is to perform scheduled maintenance, the QAP will evaluate his/her performance using checklist SS #7 - OPERATORS MAINTENANCE ON FUEL FACILITIES. The contractor is required to perform all operator's maintenance in accordance with applicable directives. The QAP must check for safety items during the evaluation process. Any safety violation by the contractor will result in an unacceptable rating for the inspection and be documented. The defect or nonconformance found shall be documented on an unacceptable performance reporting form. The specific details of the defect shall be presented to the contractor's representative. Request the contractor to sign, date and detail corrective action(s) on the form. The QAP shall perform re-inspection, if possible, to ensure the problem has been corrected. QAP will date, sign and rate the reperformance. This documentation shall be forwarded to the Contract Administrator/Officer with the monthly inspection records.

SS #7 - OPERATORS MAINTENANCE ON FUEL FACILITIES

DATE _____ TIME _____

FACILITY(S) _____ OPERATOR _____

1. Are all facilities inspected between the hours of 0730-0930, Monday through Friday? (Ref: PWS, para 1.3.2.1.1.)

ACCEPTABLE _____ UNACCEPTABLE _____

2. Is all data pertaining to fixed facilities, including maintenance, operational status, and quality control identified and maintained in the Fuels Automated System database? (Ref: AFI 23-201, para 6.7.4.5. and 7.3.1.)

ACCEPTABLE _____ UNACCEPTABLE _____

3. Is a separate AFTO Form 39, Fuel System Inspection Guide and Discrepancy Record, maintained for each bulk storage area, immediate operating storage system, automotive service station, and deicing fluid system? (Ref: T.O. 37-1-1, para 3.4)

ACCEPTABLE _____ UNACCEPTABLE _____

4. Does the Fuels Storage Supervisor performing a weekly inspection of each system? Do the Contract Representative and Liquid Fuels Maintenance perform a monthly inspection of each system? NOTE: The inspection by the Contract Representative will suffice for the weekly inspection normally performed by the Fuels Storage Supervisor. (Ref: T.O. 37-1-1, para 3.7h and 3.9a)

ACCEPTABLE _____ UNACCEPTABLE _____

5. Has a static pressure test for the Type III Hydrant System been developed and coordinated through HQ AFMC Fuels and are tests performed weekly? (Ref: T.O. 37-1-1, para 3-12g)

ACCEPTABLE _____ UNACCEPTABLE _____

6. Are hoses, nozzles, and couplers installed, maintained, and stored properly? Are inspections performed daily? (Ref: T.O. 37-1-1, para 3.11a and T.O. 37A-1-101, para 1.1, 1.3 - 1.5, 4.1, 4.5 - 4.8, and Table 4-1)

ACCEPTABLE _____ UNACCEPTABLE _____

7. Are hydrant pumphouse inlet line strainers, strainers at the inlet side of centrifugal pumps, and fillstand line strainers inspected for damage and cleaned during the monthly inspection? (Ref: T.O. 37-1-1, para 3.13a)

ACCEPTABLE _____ UNACCEPTABLE _____

8. Are all open discrepancies, including maintenance status, properly transcribed to the new month's AFTO Form 39? (Ref: T.O. 37-1-1, para 3.8 and 3.10)

ACCEPTABLE _____

UNACCEPTABLE _____

9. Are underground tanks drained of water when the water level exceeds 1/4 inch? (Ref: T.O. 42B-1-1, para 3-5d(1))

ACCEPTABLE _____

UNACCEPTABLE _____

10. Do personnel comply with all applicable DoD and Air Force Occupational Safety and Health Instructions in the performance of their duties? **NOTE:** Any safety violation will result in an immediate unacceptable rating. (Ref: AFI 23-201, para 3.1.1.)

ACCEPTABLE _____

UNACCEPTABLE _____

REMARKS _____

QAP

CONTRACT REPRESENTATIVE

SS #7 - OPERATORS MAINTENANCE OF FUEL FACILITIES (CRYOGENICS)

DATE _____ TIME _____

1. Is cryogenic tank maintenance and corrosion control being performed? Has the individual(s) performing these duties completed the Cryotainer Maintenance Course, J3AZR2F051-005? (Ref: PWS, para 1.3.2.9)

ACCEPTABLE _____ UNACCEPTABLE _____

2. Is an AFTO Form 95, Significant Historical Data Record, maintained on each LOX/LON tank? (Ref: T.O. 00-20-1, para 10.4)

ACCEPTABLE _____ UNACCEPTABLE _____

3. Are work area, equipment, tools and clothing free from oil, grease, or any other combustible material? (Ref: T.O. 42B6-1-1, para 3.4.2e)

ACCEPTABLE _____ UNACCEPTABLE _____

4. Is all required cryogenic safety equipment on-hand and in serviceable condition? (Ref: T.O. 00-25-172, para 4-17b)

ACCEPTABLE _____ UNACCEPTABLE _____

5. Is the two-person policy used when transferring cryogenic fluids? (Ref: AFI 23-201, para 3.3)

ACCEPTABLE _____ UNACCEPTABLE _____

6. Are LOX servicing trailers being sampled for odor immediately after the first filling each day? (Ref: T.O. 42B6-1-1, Table 3-2, para 2.11, 2.22, and 2.23)

ACCEPTABLE _____ UNACCEPTABLE _____

7. Are cryogenic storage tank inspections being recorded on AFTO Form 244, Industrial/Support Equipment Record? (Ref: T.O. 00-20-1, para 7.3)

ACCEPTABLE _____ UNACCEPTABLE _____

8. Is the AFTO Form 134, Aviator's Breathing Oxygen Servicing Trailer Log, annotated with date cart was filled, issue tank number, and results of odor test? (Ref: T.O. 42B6-1-1, para 2.19b(3))

ACCEPTABLE _____ UNACCEPTABLE _____

9. Are static grounds in good condition, have damaged grounds been repaired and rechecked for continuity? Are bonding clips serviceable? (Ref: T.O. 37-1-1, para. 3.11b(1-4))

ACCEPTABLE _____

UNACCEPTABLE _____

10. Do personnel comply with all applicable DoD and Air Force Occupational Safety and Health Instructions in the performance of their duties? **NOTE:** Any safety violation will result in an immediate unacceptable rating. (Ref: AFI 23-201, para 3.1.1.)

ACCEPTABLE _____

UNACCEPTABLE _____

REMARKS _____

QAP

CONTRACT REPRESENTATIVE

Tally Checklist
Priority Servicing

SS 7 - Operators Maintenance on Facilities

For The Month of _____

	Date	Facility Number	Acc/Unacc	QAP's Initial	Remarks
1	_____	_____	[] []	_____	_____
2	_____	_____	[] []	_____	_____
3	_____	_____	[] []	_____	_____
4	_____	_____	[] []	_____	_____
5	_____	_____	[] []	_____	_____
6	_____	_____	[] []	_____	_____
7	_____	_____	[] []	_____	_____
8	_____	_____	[] []	_____	_____
9	_____	_____	[] []	_____	_____
10	_____	_____	[] []	_____	_____
11	_____	_____	[] []	_____	_____
12	_____	_____	[] []	_____	_____
13	_____	_____	[] []	_____	_____
14	_____	_____	[] []	_____	_____
15	_____	_____	[] []	_____	_____
16	_____	_____	[] []	_____	_____
17	_____	_____	[] []	_____	_____
18	_____	_____	[] []	_____	_____
19	_____	_____	[] []	_____	_____
20	_____	_____	[] []	_____	_____
21	_____	_____	[] []	_____	_____
22	_____	_____	[] []	_____	_____
23	_____	_____	[] []	_____	_____
24	_____	_____	[] []	_____	_____
25	_____	_____	[] []	_____	_____

Required Observations 25

Accept 3 / Unacceptable 4

Acceptable _____

Unacceptable _____

QAP's Signatures

Initials

SS #7

Operators Maintenance
On FacilitiesRandom Sample
Selection Worksheet

For The Month of _____

		OD	
1 - 4	[]	[]	154
5 - 8	[]	[]	PB-29
9 - 12	[]	[]	304 Area B
13 - 16	[]	[]	4032 West Ramp
17 - 20	[]	[]	158/159 Phillips System
21 - 24	[]	[]	4047/4048 LOX
25 - 28	[]	[]	154
29 - 32	[]	[]	PB-29
33 - 36	[]	[]	304 Area B
37 - 40	[]	[]	4032 West Ramp
41 - 44	[]	[]	158/159 Phillips System
45 - 48	[]	[]	4047/4048 LOX
49 - 52	[]	[]	154
53 - 56	[]	[]	PB-29
57 - 60	[]	[]	304 Area B
61 - 64	[]	[]	4032 West Ramp
65 - 68	[]	[]	158/159 Phillips System
69 - 72	[]	[]	4047/4048 LOX
73 - 76	[]	[]	154
77 - 80	[]	[]	PB-29
81 - 84	[]	[]	304 Area B
85 - 88	[]	[]	4032 West Ramp
89 - 92	[]	[]	158/159 Phillips System
93 - 96	[]	[]	4047/4048 LOX
97 - 100	[]	[]	154
101 - 104	[]	[]	PB-29
105 - 108	[]	[]	304 Area B
109 - 112	[]	[]	4032 West Ramp
113 - 116	[]	[]	158/159 Phillips System
117 - 120	[]	[]	4047/4048 LOX
121 - 124	[]	[]	154
125 - 128	[]	[]	PB-29
129 - 132	[]	[]	304 Area B
133 - 136	[]	[]	4032 West Ramp
137 - 140	[]	[]	158/159 Phillips System
141 - 144	[]	[]	4047/4048 LOX

Last Update 11 May 05

Lot Size 132
(6 Facilities X 22 Workdays)Sample Size 25
MER 15%

SAMPLING GUIDE # 6

SS #8, AIRCRAFT REFUELING OPERATIONS

Para 1.3.1.3

1. **METHOD OF SURVEILLANCE:** Random Sampling
2. **LOT SIZE:** 468 Per Month (12 Month Average)
3. **SAMPLE SIZE:** 33
4. **PERFORMANCE THRESHOLD:** 1 Defect.
 - a. Performance is acceptable if 1 or less sample items were defective during the month.
 - b. Performance is unacceptable if 2 or more sample items were defective during the month.
5. **SAMPLING PROCEDURES:** By the last day of each year, the QAP will estimate the number of fuel servicings for the following year. Using historical data maintained by the contractor Automated AF Form 824 Log Sheets, compute a monthly average of fuel servicings using the previous year's data.
 - a. Determine an average percent of servicing requests that take place on each shift. For Example: 60% on first shift, 30% on second shift.
 - b. At the beginning of the month, a random schedule will be made for Aircraft Servicings. Random days will be generated using the Automated Quality Assurance Scheduling Program. Schedule inspections in proportion to the shift workloads. The QAP will perform 33 inspections per month:

1st Shift	3 Servicings - 6 Times a month = 18
2nd Shift	3 Servicings - 4 Times a month = 12
3 rd Shift	3 Servicings - 1 Times a month = 03
	Total = 33
 - c. After the selection of the random sampling days, the Fuels QAP office will assign the times for sampling as arrival times of aircraft vary from day to day, with no set pattern.
 - d. Customer Complaint Record, will also be utilized, to support any complaints from customers receiving unsatisfactory service. This will supplement random sampling procedures.
6. **EVALUATION PROCEDURES:** On the date decided upon by use of the Automated Quality Assurance Scheduling Program, the QAP will proceed to the flightline and observe a designated number of fuel servicing operations. If the required amount of aircraft servicings are not available during this inspection, they will be observed during the next scheduled surveillance. The

QAP will ensure that all criteria in T.O. 00-25-172 are being met. Failure to meet the required criteria and use of appropriate checklist, will constitute a defect. All defects or non-conformances found shall cause the observation to be recorded as unacceptable and documented on an unacceptable reporting form. The specific details of the defect shall be presented to the contractor's representative. Request the contractor's representative sign, date and detail corrective action(s) on the form. The QAP shall perform re-inspection, if possible, to ensure problem has been corrected. QAP will date, sign and rate the reperformance. This documentation shall be forwarded to the Contract Administrator/Officer with the monthly inspection records.

SS #8 – AIRCRAFT REFUELING OPERATION

1. Are checklists used during fuel servicing operations? (Ref: T.O. 00-25-172, para 4.2)

ACCEPTABLE _____ UNACCEPTABLE _____

2. Is the aircraft bonded to the fuel servicing equipment at all times during fuel servicing operations? (Ref: T.O. 00-25-172, para 2.9)

ACCEPTABLE _____ UNACCEPTABLE _____

3. Are operating power units positioned out of the fuel servicing safety zone (50 feet)? Is an operator in the vicinity at all times? (Ref: T.O. 00-25-172, para 3.9h and 4.1.1b)

ACCEPTABLE _____ UNACCEPTABLE _____

4. Are finger rings and jewelry prohibited from wear during fueling operations? (Ref: AFOSH STD 91-38, para 2.9)

ACCEPTABLE _____ UNACCEPTABLE _____

5. Are vehicles chocked whenever the driver vacates the driver's seat? (Ref: T.O. 00-25-172, para 4.1.2e)

ACCEPTABLE _____ UNACCEPTABLE _____

6. Are operators performing a walkaround inspection after each servicing operation? (Ref: T.O. 00-25-172CL-4, para 2.1s)

ACCEPTABLE _____ UNACCEPTABLE _____

7. Are flight line servicing restrictions followed during fueling operations? (Ref: T.O. 00-25-172, paragraph 3-9)

ACCEPTABLE _____ UNACCEPTABLE _____

8. Is proper fire protection being utilized for fuel servicing operations? (Ref: T.O. 00-25-172, Table 3-1)

ACCEPTABLE _____ UNACCEPTABLE _____

9. Have all sources of ignition been eliminated during aircraft servicing operations? (Ref: AFOSH STD 91-38, para 4.1)

ACCEPTABLE _____ UNACCEPTABLE _____

10. Are spotters used when backing refueling trucks toward the aircraft? (Ref: AFOSH STD 91-38, para 4.2.2.)

ACCEPTABLE _____ UNACCEPTABLE _____

11. Do personnel comply with all applicable DoD and Air Force Occupational Safety and Health Instructions in the performance of their duties? **NOTE:** Any safety violation will result in an immediate unacceptable rating. (Ref: AFI 23-201, para 3.1.1.)

ACCEPTABLE _____ UNACCEPTABLE _____

DATE	SHIFT	A/C TYPE	TAIL	TIME	OPERATOR	ACC UNACC	REMARKS

REQUIRED OBSERVATIONS _____ OBSERVED _____ SHORT _____

REMARKS: _____

QAP

CONTRACT REPRESENTATIVE

Tally Checklist
Priority Servicing

SS 8 - AIRCRAFT REFUELING

For The Month of _____

	Date	Type A/C	Tail No.	Time	1st Shift	2nd Shift	3rd Shift	Acc/Unacc	Over Draw	QAP's Initial
1	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
2	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
3	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
4	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
5	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
6	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
7	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
8	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
9	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
10	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
11	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
12	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
13	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
14	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
15	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
16	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
17	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
18	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
19	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
20	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
21	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
22	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
23	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
24	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
25	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
26	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
27	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
28	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
29	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
30	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
31	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
32	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____
33	_____	_____	_____	_____	[]	[]	[]	[] []	[]	_____

QAP's Signatures

Initial

Accept 1 / Unacceptable 2

Required Observations 33

Acceptable _____

Unacceptable _____

SAMPLING GUIDE # 7

SS #9 BULK FUEL RECEIVING PROCEDURES

Para 1.3.2.2

1. **METHOD OF SURVEILLANCE:** Random Sampling
2. **LOT SIZE:** 129 (Average Receipts per Month)
3. **SAMPLE SIZE:** 24
4. **PERFORMANCE THRESHOLD:** 3 Defects.
 - a. Performance is acceptable if 3 or less sample items were defective during the month.
 - b. Performance is unacceptable if 4 or more sample items were defective during the month.
5. **SAMPLING PROCEDURES:** At the beginning of the month, a random schedule will be made for SS #9, Bulk Receiving Procedures using the Automated Quality Assurance Scheduling Program. Since there is no set schedule for receipts, the QAP will obtain the receiving schedule for the forthcoming week from the storage supervisor. Receipts shown on the supervisor's schedule will be utilized in conjunction with the randomly selected days. The QAP will randomly select 8 sampling days, 3 receipts per inspection day, if possible, Monday through Friday. Receipts not surveilled on the scheduled day will be picked up as overdraws on the next scheduled inspection. A tally log sheet will be maintained so as not to exceed the total sample size of 24. The number of receipts obtained per inspection may vary, but will not exceed the maximum of 24 per month.
6. **EVALUATION PROCEDURES:** The QAP will evaluate receiving procedures utilizing checklist SS #9. During the evaluation process, any safety violation, or procedures, not in compliance with applicable directives, will constitute an unacceptable rating. The defect or nonconformance found shall cause the observation to be documented on an unacceptable performance reporting form. The specific details of the defect shall be presented to the contractor's representative. Request the contractor's representative sign, date and detail corrective action(s) on the form. The QAP shall perform re-inspection, if possible, to ensure the problem has been corrected. QAP will date, sign and rate the reperformance. This documentation shall be forwarded to the Contract Administrator/Officer with the monthly inspection records.

SS #9 - BULK FUEL RECEIVING PROCEDURES

DATE _____ TIME _____

Receipts Inspected: 1. _____ 2. _____ 3. _____

1. Is the two-man policy used during receipt of all petroleum products? (Ref: AFOSH STD 91-38, para 2.4.4 and AFI 23-201, para 3.3)

ACCEPTABLE _____ UNACCEPTABLE _____

2. Are fuel transport vehicles electrically bonded to the offloading header during fuel handling operations? (Ref: AFOSH STD 91-38, para 3.2.1)

ACCEPTABLE _____ UNACCEPTABLE _____

3. Are grade of fuel, quantity, and seal numbers checked against the receiving document, DD Form 250, or bill of lading? (Ref: T.O. 37-1-1, para 2.5)

ACCEPTABLE _____ UNACCEPTABLE _____

4. Is a drip pan placed under the outlet and bonded to the transport truck prior to removing the dust or outlet cap to collect any fuel that may have leaked through the main tank valve during transportation? (Ref: AFOSH STD 91-38, para 3.2.2 and T.O. 37-1-1, para 2.5f)

ACCEPTABLE _____ UNACCEPTABLE _____

5. Are transport trucks/pipeline visually examined for color, water and sediment? (Ref: T.O. 42B-1-1, para 5-4b(1) and para 5.20b)

ACCEPTABLE _____ UNACCEPTABLE _____

6. Are danger signs/or cones set up to identify unloading operations, when applicable? (Ref: T.O. 37-1-1, Para 2.5c)

ACCEPTABLE _____ UNACCEPTABLE _____

7. Automatic tank gauging is the primary method of gauging. However, when using manual gauging equipment, is the minimum waiting time of 30 minutes after completion of fuel receipt, transfer or movement being adhered to prior to insertion of gauging/sampling equipment, to permit relaxation of electrostatic energy? (Ref: T.O. 37-1-1, para 2.12, WARNING and AFOSH STD 91-38, para 3.2.4)

ACCEPTABLE _____ UNACCEPTABLE _____

8. Are departing transport trucks checked to ensure that all compartments are empty? (Ref: T.O. 37-1-1, Para 2.5k)

ACCEPTABLE _____ UNACCEPTABLE _____

9. Are receipts stopped when an electrical storm is within 5 miles/except receipts by pipeline? (Ref: T.O. 00-25-172, para 3.9c(1))

ACCEPTABLE _____ UNACCEPTABLE _____

10. Are finger rings and jewelry prohibited from wear during receiving operations? (Ref: AFOSH STD 91-38, para 2.9)

ACCEPTABLE _____ UNACCEPTABLE _____

11. Do personnel comply with all applicable DoD and Air Force Occupational Safety and Health Instructions in the performance of their duties? **NOTE:** Any safety violation will result in an immediate unacceptable rating. (Ref: AFI 23-201, para 3.1.1.)

ACCEPTABLE _____ UNACCEPTABLE _____

REMARKS _____

QAP _____

CONTRACT REPRESENTATIVE _____

Tally Checklist
Priority Servicing

SS 9 - BULK RECEIVING PROCEDURES

For The Month of _____

	Date	Facility/Prod/Tank No/	Truck No.	Acc/Unacc	Over Draw	QAP's Initial
1	_____	____/____/____/	_____	[] []	[]	_____
2	_____	____/____/____/	_____	[] []	[]	_____
3	_____	____/____/____/	_____	[] []	[]	_____
4	_____	____/____/____/	_____	[] []	[]	_____
5	_____	____/____/____/	_____	[] []	[]	_____
6	_____	____/____/____/	_____	[] []	[]	_____
7	_____	____/____/____/	_____	[] []	[]	_____
8	_____	____/____/____/	_____	[] []	[]	_____
9	_____	____/____/____/	_____	[] []	[]	_____
10	_____	____/____/____/	_____	[] []	[]	_____
11	_____	____/____/____/	_____	[] []	[]	_____
12	_____	____/____/____/	_____	[] []	[]	_____
13	_____	____/____/____/	_____	[] []	[]	_____
14	_____	____/____/____/	_____	[] []	[]	_____
15	_____	____/____/____/	_____	[] []	[]	_____
16	_____	____/____/____/	_____	[] []	[]	_____
17	_____	____/____/____/	_____	[] []	[]	_____
18	_____	____/____/____/	_____	[] []	[]	_____
19	_____	____/____/____/	_____	[] []	[]	_____
20	_____	____/____/____/	_____	[] []	[]	_____
21	_____	____/____/____/	_____	[] []	[]	_____
22	_____	____/____/____/	_____	[] []	[]	_____
23	_____	____/____/____/	_____	[] []	[]	_____
24	_____	____/____/____/	_____	[] []	[]	_____

Required Observations 24

Accept 3 / Unacceptable 4

Acceptable _____

Unacceptable _____

QAP's Signatures

Initials

SAMPLING GUIDE # 8

SS #10, PREVENTIVE MAINTENANCE ON MOBILE REFUELING EQUIPMENT

Para 1.3.1.7

1. METHOD OF SURVEILLANCE: Random Sampling

2. LOT SIZE: 308 (14 Refuelers X 22 Workdays)

3. SAMPLE SIZE: 27

4. PERFORMANCE THRESHOLD: 2 Defects.

a. Performance is acceptable if 2 or less sample items were defective during the month.

b. Performance is unacceptable if 3 or more sample items were defective during the month.

5. SAMPLING PROCEDURES: Preventive maintenance on mobile fueling equipment is extremely important. Random numbers will be generated using the Automated Quality Assurance Scheduling Program. Using the sample selection worksheet, randomly generated numbers will be assigned to each refueling unit in the order drawn. The QAP will perform 9 inspections during the month, Monday through Friday. Each inspection will consist of 3 units being inspected in the order determined by the random selection worksheet. All mobile refueling vehicles will be processed through the checkpoint for inspection once each day.

6. EVALUATION PROCEDURES: The QAP must evaluate the vehicle checkpoint procedures as directed by AFI 23-201, para. 6.6. If during the evaluation process, any vehicle maintenance action or procedure is not being performed by contractor personnel, this will constitute a defect. Vehicles that were not checked may not be used until they receive a complete checkpoint inspection. The QAP must check for safety items during the evaluation of the checkpoint. Any safety violation will constitute a defect and reaccomplishment of the vehicle check out will be performed by the contractor these and other defects will be documented on an unacceptable performance reporting form. The defect or nonconformance found shall cause the observation to be documented on an unacceptable performance reporting form. The specific details of the defect shall be presented to the contractor's representative. Request the contractor's representative sign, date and detail corrective action(s) on the form. The QAP shall perform re-inspection, if possible, to ensure the problem has been corrected. QAP will date, sign and rate the reperformance. This documentation shall be forwarded to the Contract Administrator/Officer with the monthly inspection records.

SS #10 - PREVENTIVE MAINTENANCE OF MOBILE SERVICING EQUIP.

DATE _____ TIME _____

VEHICLES TO BE CHECKED THIS INSPECTION

1. _____ 2. _____ 3. _____

1. Is the PTO and Throttle Interlock System checked daily on refueling units? (Ref: T.O. 36A12-13-17-81, para 3.6.3 and 36A12-13-17-91, para 3.6.3)

ACCEPTABLE _____ UNACCEPTABLE _____

2. Are ground clips replaced when rusted, spring is weak or jaws are deformed? (Ref: T.O. 00-25-172, para 2.12a)

ACCEPTABLE _____ UNACCEPTABLE _____

3. Are all items on the AF Form 1807, Operators Inspection Guide and Trouble Report, checked on each mobile refueling vehicle processed through the checkpoint? (Ref: AFI 23-201, para 6.6.4 & 6.6.8)

ACCEPTABLE _____ UNACCEPTABLE _____

4. Are nozzle strainers inspected monthly, every 30 days and annotated on the AF Form 1807? (Ref: T.O. 37A-1-101, para 2.1 and 4.8)

ACCEPTABLE _____ UNACCEPTABLE _____

5. Are all access and dispensing points on ground fuel vehicles secured to prevent access to cargo contents? (Ref: AFI 23-201, para 4.2.1.1)

ACCEPTABLE _____ UNACCEPTABLE _____

6. Do operators use proper personal protective equipment, goggles/eye protection, specialized gloves, etc... during checkpoint operation? (Ref: AFI 23-201, para 3.2)

ACCEPTABLE _____ UNACCEPTABLE _____

7. Is the HSV-12 platform checked for smooth operation and full travel daily? Is the platforms emergency down lever checked to the fully down position daily? (Ref: T.O. 36-A12-13-31-1, para 3.2i, 3.2j, and 3.2l)

ACCEPTABLE _____ UNACCEPTABLE _____

8. Is the HSV platform interlock valve operational? (weekly inspection – Raise the platform above the fully down position and checking to see if the truck can be driven.) (Ref: T.O. 36A12-13-31-1, para 3-2.2g)

ACCEPTABLE _____ UNACCEPTABLE _____

9. Is the filter/separator water slug float valve on the Kovatch (R-11) checked weekly? (Ref: T.O. 36A12-13-17-91, Table 3-2)

ACCEPTABLE _____ UNACCEPTABLE _____

10. Is all refueling equipment inspected at least every 7 days and annotated on the AF Form 1807, Operators Inspection Guide and Trouble Report? (Ref: AFI 23-201, para 6.6.3 and 6.6.4)

ACCEPTABLE _____ UNACCEPTABLE _____

11. Do personnel comply with all applicable DoD and Air Force Occupational Safety and Health Instructions in the performance of their duties? NOTE: Any safety violation will result in an immediate unacceptable rating. (Ref: AFI 23-201, para 3.1.1.)

ACCEPTABLE _____ UNACCEPTABLE _____

REMARKS _____

QAP

CONTRACT REPRESENTATIVE

Tally Checklist
Priority Servicing

SS 10 - PREVENTIVE MAINTENANCE ON MOBILE REFUELING EQUIPMENT

For The Month of _____

	Date	Unit No.	Acc/Unacc	QAP's Initial	Remarks
1	_____	_____	[] []	_____	_____
2	_____	_____	[] []	_____	_____
3	_____	_____	[] []	_____	_____
4	_____	_____	[] []	_____	_____
5	_____	_____	[] []	_____	_____
6	_____	_____	[] []	_____	_____
7	_____	_____	[] []	_____	_____
8	_____	_____	[] []	_____	_____
9	_____	_____	[] []	_____	_____
10	_____	_____	[] []	_____	_____
11	_____	_____	[] []	_____	_____
12	_____	_____	[] []	_____	_____
13	_____	_____	[] []	_____	_____
14	_____	_____	[] []	_____	_____
15	_____	_____	[] []	_____	_____
16	_____	_____	[] []	_____	_____
17	_____	_____	[] []	_____	_____
18	_____	_____	[] []	_____	_____
19	_____	_____	[] []	_____	_____
20	_____	_____	[] []	_____	_____
21	_____	_____	[] []	_____	_____
22	_____	_____	[] []	_____	_____
23	_____	_____	[] []	_____	_____
24	_____	_____	[] []	_____	_____
25	_____	_____	[] []	_____	_____
26	_____	_____	[] []	_____	_____
27	_____	_____	[] []	_____	_____

Required Observations 27

Accept 2 / Unacceptable 3

Acceptable _____

Unacceptable _____

QAP's Signatures

Initials

_____	_____
_____	_____
_____	_____

SS #10
Preventive Maintenance
on Mobile Refueling Equipment

Random Sample
Selection Worksheet

For The Month of _____

OD					OD				
1 - 9	[]	[]	91L-390	R-11		253 - 261	[]	[]	91L-390 R-11
10 - 18	[]	[]	97L-374	R-11		262 - 270	[]	[]	97L-374 R-11
19 - 27	[]	[]	97L-375	R-11		271 - 279	[]	[]	97L-375 R-11
28 - 36	[]	[]	97L-376	R-11		280 - 288	[]	[]	97L-376 R-11
37 - 45	[]	[]	97L-377	R-11		289 - 297	[]	[]	97L-377 R-11
46 - 54	[]	[]	98L-029	R-11		298 - 306	[]	[]	98L-029 R-11
55 - 63	[]	[]	05L-062	R-11		307 - 315	[]	[]	05L-062 R-11
64 - 72	[]	[]	86L-928	R-12		316 - 324	[]	[]	86L-928 R-12
73 - 81	[]	[]	87L-298	R-12		325 - 333	[]	[]	87L-298 R-12
82 - 90	[]	[]	02L-40	R-12		334 - 342	[]	[]	02L-40 R-12
91 - 99	[]	[]	02L-016	R-12		343 - 351	[]	[]	02L-016 R-12
100 - 108	[]	[]	04C -042	C-300		352 - 360	[]	[]	04C -042 C-300
109 - 117	[]	[]	83C-046	C-300		361 - 369	[]	[]	83C-046 C-300
118 - 126	[]	[]	04C-116	C-300		370 - 378	[]	[]	04C-116 C-300
127 - 135	[]	[]	91L-390	R-11		379 - 387	[]	[]	91L-390 R-11
136 - 144	[]	[]	97L-374	R-11		388 - 396	[]	[]	97L-374 R-11
145 - 153	[]	[]	97L-375	R-11		397 - 405	[]	[]	97L-375 R-11
154 - 162	[]	[]	97L-376	R-11		406 - 414	[]	[]	97L-376 R-11
163 - 171	[]	[]	97L-377	R-11		415 - 423	[]	[]	97L-377 R-11
172 - 180	[]	[]	98L-029	R-11		424 - 432	[]	[]	98L-029 R-11
181 - 189	[]	[]	05L-062	R-11		433 - 441	[]	[]	05L-062 R-11
190 - 198	[]	[]	86L-928	R-12		442 - 450	[]	[]	86L-928 R-12
199 - 207	[]	[]	87L-298	R-12		451 - 459	[]	[]	87L-298 R-12
208 - 216	[]	[]	02L-40	R-12		460 - 468	[]	[]	02L-40 R-12
217 - 225	[]	[]	02L-016	R-12		469 - 477	[]	[]	02L-016 R-12
226 - 234	[]	[]	04C -042	C-300		478 - 486	[]	[]	04C -042 C-300
235 - 243	[]	[]	83C-046	C-300		487 - 495	[]	[]	83C-046 C-300
244 - 252	[]	[]	04C-116	C-300		496 - 504	[]	[]	04C-116 C-300

Last Update 11 May 05

Lot Size 308
(14 Refuelers X 22 Workdays)

Sample Size 27
MER 10%

PERIODIC SURVEILLANCE

There are some contractual requirements that do not properly fit under random sampling concept. These type items are inspected using checklist by frequency of the surveillance (daily, monthly, etc.). These checklists are contained in this section.

SAMPLING GUIDE # 9

SS #11 Quality Control M = Monthly/3/M = Quarterly Para 4.10

1. **METHOD OF SURVEILLANCE:** 100%
2. **LOT SIZE:** 1 (Contractors Quality Control Plan (QCP))
3. **SAMPLE SIZE:** 1
4. **PERFORMANCE THRESHOLD:** Performance is acceptable when zero defects are discovered during the monthly/quarterly Procedure Evaluation (PE). Performance is unacceptable when 1 or more defects are discovered during the monthly/quarterly PE.
5. **SAMPLING PROCEDURES:** Initial evaluation of contractor compliance with their QCP shall be conducted before the first payment is made to the contractor. Review of contractor compliance to revised QCP's shall be accomplished within 1 month of the date of revision. Frequency of PE's shall remain monthly until full compliance is established; after that, the frequency may be changed to quarterly. If at any time during contract performance contractor noncompliance to their QCP is noted, the frequency shall revert back to monthly. On the day selected for evaluation, the QAP will proceed to the site of the contractor's record location as noted on the QCP. The QAP shall request from the contractor's representative all inspections and corrective action records accumulated during the previous month. The QAP shall then randomly select the number and type of records.
6. **INSPECTIONS PROCEDURES:** Using the type and quantities of the contractor's records, the QAP shall verify or confirm the contractor's compliance with the referenced QCP paragraphs with respect to:

Record location and availability for government review
Record contents
Corrective action
Inspection frequency
Physical Security (Key lock procedures)

In addition to the verification of documented records, the QAP shall perform an actual observation of the contractor's quality control operations. This requirement shall be met by performing a pre-arranged concurrent inspection with contractor personnel or an unannounced, impromptu observation of contractor inspection personnel. The results of all inspections shall be recorded on the Observation Record.

A defect or nonconformance found shall cause the observation to be documented on an unacceptable performance reporting form. The specific details of the defect shall be presented to the contractor's representative. Request the contractor's representative sign, date and detail

corrective action(s) on the form. The QAP shall perform re-inspection, if possible, to ensure the problem has been corrected. QAP will date, sign and rate the reperformance. This documentation shall be forwarded to the Contract Administrator/Officer with the monthly inspection records.

INSTRUCTIONS
FOR
OBSERVATION RECORD

Flexibility is permitted adapting the form to local conditions.

a. Front Side.

- (1) Block 1, Contractor. Enter the name of the contractor.
- (2) Block 2, Contract/Procedures Review Check List. Enter the contract number.
- (3) Block 3, Activity. Enter "Procedures Evaluation" or "PE"
- (4) Block 4, Operation/Location. Enter description of the area where the evaluation will take place (i.e., building number, section etc).
- (5) Column A, Serial No. & Column B., Indiv. Use the width of these two columns to enter the signature of the QAP conducting the PE.
- (6) Date. Enter the month, day and year the action is accomplished (Show year at top of column).
- (7) Time. Enter the time the inspection was performed.
- (8) No. of Obsns. Enter the total number of observations made.
- (9) No. of Def. Obsns. Enter the total number of defective observations.
- (10) Total Defs. No entry required.
- (11) Use this column to record the inspection status results of the Procedure Evaluation (i.e., "A" for Acceptable (no defects) & "U" for Unacceptable (1 or more defects).
- (12) Enter the number in the vertical column which corresponds with the characteristic number listed on the Procedures Review Checklist, that is to be evaluated. Below each characteristic enter the number of observations above the diagonal line and the number of defective observations below the diagonal.

OBSERVATION RECORD

1. CONTRACTOR						IDENTIFICATION								
2. CONTRACT/PROCEDURES REVIEW CHECK LIST														
3. ACTIVITY PROCEDURE EVALUATION (PE)														
4. OPERATION/LOCATION														
DATE	TIME	NO. OF OBSNS.	NO. OF DEF.	TOTAL DEFS.	A = Accept/U = Unaccept	Number of Obsns. Record Availability	Number of Defects Record Content	Number of Defects Corrective Action	Number of Obsns. Inspection Frequency	Number of Defects Key Control	Number of Defects Concurrent Inspection	Number of Defects Total Observations / Defects	QAP SIGNATURE/COMMENTS	
						(1)	(2)	(3)	(4)	(5)	(6)	(7)		
						/	/	/	/	/	/	/		
						/	/	/	/	/	/	/		
						/	/	/	/	/	/	/		
						/	/	/	/	/	/	/		
						/	/	/	/	/	/	/		
						/	/	/	/	/	/	/		
						/	/	/	/	/	/	/		
						/	/	/	/	/	/	/		

SURVEILLANCE BY CUSTOMER COMPLAINT

The attached checklist contains contract requirements that can best be monitored by the individual or activity receiving the service.

- a. At the start of the contract, the QAP shall instruct customers responsible for submitting complaints on the requirements of the contract that pertain to them and on the proper method to complete the customer complaint form. Customers will be required to submit the form during the daily shift when the defective was discovered. A written copy of the specific contract requirement will be provided to the individual or activity supervisor. Several complaint forms will be provided the customer at the end of the instruction period.
- b. Once each quarter, the QAP will contact each customer involved to assure there is an understanding of the contract requirement by all appropriate personnel and that they have a sufficient number of complaint forms. Customer contact shall be scheduled on the QAP Schedule.
- c. When a complaint is received, the QAP validates the complaint and notifies the contractor of the defective.
- d. The QAP will retain and file the complaint form. At the end of each month all validated complaints will be counted to determine if performance is acceptable or unacceptable based on the criterion in the Performance Threshold column of the "Services Summary."

CUSTOMER COMPLAINTS USED TO AUGMENT OTHER SURVEILLANCE METHODS

When the primary method for surveillance of any particular item is by a method other than customer complaints, a customer complaint system shall be established to augment the primary surveillance.

- a. The QAPs will provide the customer as to where and how to report unsatisfactory service for this contract in the following manner.
 1. A package of instructions will be provided to each job control responsible for requesting services from the service contractor. If the organization has a complaint about the contractor's performance, they will complete the Customer Complaint Record, and submit to the Fuels QAP office for validation and corrective action as necessary.
 2. Signs will be posted at both service stations informing customers about the customer complaint system. A package will be available in each servicing station with instructions and sufficient quantity of Customer Complaint Record, for completion by customers on unsatisfactory performance by the contractor.
- b. When a complaint is received, the QAP validates the complaint and notifies the contractor of the defective.
- c. At the end of the month (or earlier if the complaints are determined to be of a serious nature) the complaints will be sent to the contract administrator along with the rest of the documentation.

SURVEILLANCE ACTIVITY CHECKLIST						
(To be performed (daily), (Monthly), (Weekly), etc.)						
CONTRACT REQUIREMENT	CONTRACT PARAGRAPH NO.	METHOD OF SURVEILLANCE	DATE ACCOMPLISHED	WHERE ACCOMPLISHED	Acceptable/Unacceptable	GAP Signature
SS 1 - Respond to Service Request - Priority 1 Aircraft	1.3.1.1.1	Customer Complaint Record				
SS 4 - Respond to Service Request - Ground Fuels	1.3.1.2	Customer Complaint Record				
SS 11 - Quality Control Plan	4.10	100% Inspection				

COMPUTER GENERATED

SURVEILLANCE ACTIVITY CHECKLIST INSTRUCTIONS

Insert the following information on the Surveillance Activity Checklist Monthly.

1. Contract Requirement : Place the SS# and Title
2. Contract Paragraph Number: PWS paragraph reference number
3. Method of Surveillance: Customer Complaint
4. Date Accomplished: Self-explanatory
5. Where Accomplished: Self-explanatory
6. Acceptable/Unacceptable: Check appropriate block
7. Signature of QAP: Self-explanatory

SAMPLING GUIDE # 10

SS #1 - RESPOND TO AIRCRAFT REQUEST PRIORITY 1

Para 1.3.1.1.1

1. METHOD OF SURVEILLANCE: CUSTOMER COMPLAINT

2. LOT SIZE: Number Received

3. SAMPLE SIZE: Number Received

4. PERFORMANCE THRESHOLD: 0 Defects.

a. Performance is acceptable if 0 Customer Complaints are validated during the month.

b. Performance is unacceptable if 1 or more Customer Complaints are validated during the month.

2. PROCEDURES: At the start of the contract, the QAP shall instruct applicable customers on the proper method to complete the Customer Complaint Record. Customers shall be required to submit the form during the daily shift when the defect was discovered. A written copy of the specific contract requirement will be provided to the individual or activity supervisor. Several complaint forms shall be provided the customer at the end of the instruction period.

a. Once each quarter, the QAP will contact each customer involved to assure there is an understanding of the contract requirements by all appropriate personnel and that they have a sufficient number of Customer Complaint Records. Customer contact shall be scheduled on the QAP schedule.

b. When a complaint is received, the QAP shall conduct a complete investigation and determine the validity of the complaint. If valid, they will notify the contractor of the defect.

c. The QAP will retain and file the Customer Complaint Record. At the end of each month all validated complaints will be counted to determine if performance is acceptable or unacceptable, and will be annotated on Surveillance Activity Checklist.

SAMPLING GUIDE # 11

SS #4 - RESPOND TO SERVICE REQUEST GROUND FUELS

Para 1.3.1.2.

1. METHOD OF SURVEILLANCE: CUSTOMER COMPLAINT

2. LOT SIZE: Number Received

3. SAMPLE SIZE: Number Received

4. PERFORMANCE THRESHOLD:

a. Performance is acceptable if 2 Customer Complaints are validated during the month.

b. Performance is unacceptable if 3 or more Customer Complaints are validated during the month.

5. PROCEDURES: At the start of the contract, the QAP shall instruct applicable customers on the proper method to complete the Customer Complaint Record. Customers shall be required to submit the form during the daily shift when the defect was discovered. A written copy of the specific contract requirement will be provided to the individual or activity supervisor. Several complaint forms shall be provided the customer at the end of the instruction period.

a. Once each quarter, the QAP will contact each customer involved to assure there is an understanding of the contract requirements by all appropriate personnel and that they have a sufficient number of Customer Complaint Records. Customer contact shall be scheduled on the QAP schedule.

b. When a complaint is received, the QAP shall conduct a complete investigation and determine the validity of the complaint. If valid, they will notify the contractor of the defect.

c. The QAP will retain and file the Customer Complaint Records. At the end of each month all validated complaints will be counted to determine if performance is acceptable or unacceptable, and will be annotated on Surveillance Activity Checklist.

USE OF THE RANDOM NUMBER TABLES.

To use the table, begin by picking at random a group of numbers on any page of the table. This is usually done by closing the eyes and pointing with a pencil or finger to some initial group.

To identify additional random numbers, follow a pattern. Use various patterns for selection of individual samples. For example, go along a given line to its end and then along the next line to its end and so on through the table until enough numbers have been selected or until the table ends. If the table ends and you still need more numbers, go back to the beginning of the table and continue using the same pattern. Use various patterns alternately; for example, use lines for one sample, use columns for the next sample, and use a diagonal pattern for the third sample.

The use of variety in the random number tables ensures that detectable patterns do not occur.

Besides starting at different random points and alternating the patterns for finding a string of random numbers, the user may, at the same point of time, wish to use the first significant digits instead of the last.

For instance, in the random group 77452 one has customarily used the last three digits (that is, 452) when looking for a random number with three digits. But there is no reason why one could not for a period of time use the first three digits, or 774.

It is very important to document how your selections were made. Document your patterns, starting and ending points, numbers drawn and file it with the official QAP files. This creates an auditable trail which may be used at a later date to substantiate the government's position on a contractor's claim or protest action.

Corrective Action Report (CAR) Instructions

Block 1. Enter Contractor Name.

Block 2. Enter Contract Number.

Block 3. Enter Contract Name or Type of Services.

Block 4. Enter Functional Area of the Contract.

Block 5. Enter the assigned suspense date given the contractor to provide a response to the CAR. A date must be entered for a Major CAR. A date is optional at the discretion of the Quality Assurance Personnel (QAP) initiating the CAR if the finding is Minor.

Block 6. All CARs will be tracked with a Control Number. The functional commander/functional director is the Issuing Authority for his/her contract Quality Assurance Evaluators (QAPs) generating CARs. By providing the control number to the QAP originating the CAR, the Issuing Authority demonstrates concurrence with the finding. The control number will be made up of the first two letters of the name of the site or contract, the last two digits of the calendar year, and a three digit number starting with 001 and progressing upward throughout the calendar year (e.g., WP04-001).

Block 7.

1. Check the block that indicates whether the identified deficiency is assigned as a Major or Minor finding. See Performance Plan (PP), paragraph 6.1.4, for the definitions of Major and Minor findings and associated explanations.
2. Finding: Clearly state the details of the finding followed by a reference to the stated contractual requirement. The reference must state the portion of the contract, part, section, paragraph and subparagraph and must make a complete brief quotation of the contract reference.
3. State the impact that the finding has or could have on the accomplishment of the mission that the contract provides.
4. When determining how long to give the contractor to respond to the identified finding, the normal is 10 working days. The suspense date should reflect this unless the finding requires a greater amount of time to come to solution. **Major findings require a contractor response. Minor findings may require a contractor response at the discretion of the QAP initiating the CAR and/or the Issuing Authority.**

Blocks 8 and 9. Contract QAPs initiating a CAR must sign in Block 8 and the Issuing Authority signs in Block 9. Each annotates the date at the time of signature.

Block 10. Upon review of the contractor's reply, the originator of the CAR will enter comments regarding acceptance or rejection of the contractor's response. This block may also contain any comments regarding follow-on inspections conducted or needed at a later date to validate that the finding has not reoccurred.

Block 11. The QAP selects Accept or Reject after reviewing the contractor's response.

Block 12. The QAP enters a close date after advising the Issuing Authority that the contractor's response is acceptable and the Issuing Authority concurs. The Issuing Authority will then forward the closed CAR to the contractor and report accordingly in the monthly Certificate Of Service (COS) or other applicable contracting officer services report. This routing remains the same if the contractor response is unacceptable and the CAR remains open until an acceptable response is received except that the Issuing Authority forwards the open CAR back to the contractor for additional information.

Continuation Sheet. The Continuation Sheet is to be used to expand on any information that will not fit in the applicable numbered block.

CORRECTIVE ACTION REPORT (CAR)

(If more space is needed, use reverse and identify by number)

1. CONTRACTOR	2. CONTRACT NUMBER	3. TYPE OF SERVICES	
4. FUNCTIONAL AREA		5. SUSPENSE DATE	6. CONTROL NUMBER
7. DEFICIENCY <input type="checkbox"/> MAJOR <input type="checkbox"/> MINOR			
FINDING:			
FINDING IMPACT:			
<i>Please respond with a written corrective action plan that details the corrective action of the cited deficiency, the cause of the deficiency, and actions taken to prevent recurrence by Suspense Date in Block 5. If date was not entered in Block 5, the contractor is not required to provide a response.</i>			
8. QUALITY ASSURANCE PERSONNEL (QAP)			
TYPED NAME AND GRADE		SIGNATURE AND DATE	
9. ISSUING AUTHORITY			
TYPED NAME AND GRADE		SIGNATURE AND DATE	
10. QAP RESPONSE TO CONTRACTOR CORRECTIVE ACTION AND ACTION TAKEN TO PREVENT RECURRENCE			
11. QAP DETERMINATION <input type="checkbox"/> ACCEPTED <input type="checkbox"/> REJECTED		12. CLOSE DATE	

CORRECTIVE ACTION REPORT (CAR)

Continuation Sheet

(Number to correspond with applicable Item Number on reverse)

CONTRACT PERFORMANCE ASSESSMENT REPORT (PAR)

IS WHERE THE ACCEPT/UNACCEPT AND PERFORMANCE REQUIREMENT ARE LISTED. THIS WILL BE USED AS THE COVER SHEET FOR THE MONTH.

Performance Assessment Report (PAR) Instructions

Block 1. Quality Assurance Personnel (QAP) enters contract or task order number.

Block 2. QAP enters contractor name.

Block 3. QAP enters type of services.

Block 4. QAP signs and dates.

Block 5. QAP enters telephone number.

Block 6. QAP assigns suspense date for Contractor Representative validation if a deficiency box was checked in Block 7.

Part I. Contractor Performance

Block 7. QAP checks all boxes that apply.

Block 8. QAP enters Services Summary or Statement of Work (SOW) paragraph item reviewed.

Block 9. QAP enters brief description of deficiency and tracking number if the deficiency box was checked in Block 7. Detailed description will be on Corrective Action Report (CAR).

Block 10. QAP enters a detailed performance assessment if the deficiency box in Block 7 was not checked.

Parts II and III will be used only if a deficiency was documented in Part I.

Part II. Contractor Validation

Block 11. Contractor Representative checks one box in response to QAP cited deficiency. If Concurrence is indicated, Contractor Representative continues to Block 12. If Non-Concurrence is indicated, continue to Block 13 and state reason(s) for Non-Concurrence with QAP cited deficiency and return PAR to QAP.

Block 12. Contractor Representative enters Estimated Completion Date of Corrective Action and continues to Block 13.

Block 13. Contractor Representative details Corrective Action and the Action Taken to Prevent Recurrence or Reason for Non-Concurrence of QAP cited deficiency.

Part III. Deficiency Corrected

Block 14. QAP checks appropriate block, signs, and dates.

Block 15. (Required Entry) QAP remarks regarding the Corrective Action and the Action Taken to Prevent Recurrence. If Non-Concur was checked, this block should be very detailed to explain why.

Block 16. Contractor Representative enters remarks if further discussion is needed about QAP concurrence with Contractor's Corrective Action and Action Taken to Prevent Recurrence.

Continuation Sheet. The Continuation Sheet is to be used to expand on any information that will not fit in the applicable numbered block.

PERFORMANCE ASSESSMENT REPORT (PAR)*(If more space is needed, use reverse and identify by number)*

1. CONTRACT/TASK ORDER NUMBER	2. CONTRACTOR	3. TYPE OF SERVICES	
4. QUALITY ASSURANCE PERSONNEL (QAP) SIGNATURE AND DATE		5. QAP PHONE	6. SUSPENSE DATE
I. PERFORMANCE			
7. <input type="checkbox"/> DEFICIENCY (CHECK ALL BOXES THAT APPLY) <input type="checkbox"/> NEW <input type="checkbox"/> REPEAT <input type="checkbox"/> NO DEFICIENCY NOTED		8. SERVICES SUMMARY or SOW PARAGRAPH ITEM REVIEWED	
9. BRIEF DESCRIPTION OF DEFICIENCY (IF DEFICIENCY BOX WAS CHECKED)		10. DETAILED PERFORMANCE ASSESSMENT	
II. CONTRACTOR VALIDATION			
11. CONTRACTOR REPRESENTATIVE <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR		12. CORRECTIVE ACTION ESTIMATED COMPLETION DATE	
13. CONTRACTOR REPRESENTATIVE CORRECTIVE ACTION AND PREVENTION OF RECURRENCE <u>OR</u> REASON FOR NON-CONCURRENCE OF QAP CITED DEFICIENCY			
III. ACTION CORRECTED			
14. <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR QAP SIGNATURE AND DATE			
15. QAP REMARKS (REQUIRED)			
16. CONTRACTOR REPRESENTATIVE REMARKS			

PERFORMANCE ASSESSMENT REPORT

Continuation Sheet

(Number to correspond with applicable Item Number on reverse)

**PERFORMANCE THRESHOLD TABLE
FOR USE WHEN SURVEILLANCE IS BY RANDOM SAMPLING**

FOR LOTS GREATER THAN 1,000

PERFORMANCE THRESHOLD	SAMPLE SIZE	MAXIMUM ERROR RATE
0	67	1%
1	33	5%
2	27	10%
3	25	15%

SAMPLE SIZE FORMULA FOR LOTS LESS THAN 1000:

$$\text{SAMPLE SIZE} = \frac{\text{Performance Threshold (PT)} + 0.67}{\frac{\text{Maximum Error Rate} + 1}{3 \times \text{LOT SIZE}}}$$

NOTES:

1. THE SAMPLE SIZE SHOULD ALWAYS BE ROUNDED UP TO THE NEXT WHOLE NUMBER.
2. AFI 63-124, PARA 4.2.2 TRAINING

Non-SS items subject to observation

Item	Description	References
1. Credentials	Check ID Card, Medical Card, Line Badge, CDL, AF 2293, AF 483 FARM, RPB, CAR, ADPE, Fire Extinguisher, Traffic Safety, Emer Generator	PWS 1.2.2.2 & 1.2.3.1
2. Informal Training		PWS 1.2.4.2
3. Key Control	Spot Check Keys in RCC	PWS 1.5.1
4. Records Mgmt	Maintained/Disposition (including File Plan)	PWS 3.1.4
5. Annual Inventory	CA/CRL and ADPE	PWS 3.6
6. Facility Cleanliness	Sweep, mop, overall cleanliness	PWS 3.2.4 and 5.3.1.11
7. Ground Maintenance	Vegetation & snow removal in & around facilities within 25 ft, Hyd Pits	PWS 3.2.13 and 5.3.1.11
8. Helium Cylinders	Perform monthly physical inventory (Acct/Admin)	PWS 5.1.2.15
9. Monthly Phillips Check	Check Phillips Hydrant System	T.O. 37-1-1, para 4-13
10. Hydrostatic Test Date	Stamped in metal on Cylinder (LOX) (due every 5 years)	T.O. 33D2-10-60-1
11. Air Purging Unit	Inspect unit every 180 days	T.O. 35E22-5-5-1
12. Filling Refueler	Filling refuelers at the fillstand	T.O. 37-1-1, para 3-17
13. Refueler Return to Bulk	Offloading refueler back to bulk storage	T. O. 37-1-1, para 3-19
14. Monthly insp w/LFM	Inspection annotated on AFTO 39	T.O. 37-1-1, para 4-9
15. Weekly Phillips Insp	Weekly inspection of the Phillips Hydrant System	T.O. 37-1-1, para 4-12g
16. Weekly Inspections	MUM, DL1, 154, W/R	T.O. 37-1-1, para 4-12 a-f
17. Monthly Insp Strainers	MUM, DL1, W/R	T.O. 37-1-1, para 4-13a
18. Monthly Insp Emer Switch	All areas	T.O. 37-1-1, para 4-13b
19. Semi-annual Inspection	Fillstand line strainers	T.O. 37-1-1, para 4-14a
20. Semi-annual Inspection	Meters @ PB29, 304	T.O. 37-1-1, para 4-14b(2)
21. Fuel Serv Nozzle Strainers	Monthly Inspection	T.O. 37A-1-101, para 2.1
22. Semi-annual (Bowser)	Inspection and Maintenance records for Bowser	T.O. 36A-11-10-27-1, table 5-1 & 5-2
23. Pumphouse Sep Sample	QC Samples of Separators in Pumphouses (every 14 days)	T.O. 42B-1-1, Sec V, Table 5-1, Item 4
24. Tank Gauging	Gauging Tanks - per monthly calendar schedule provided by contractor	

Date	Item Checked/PWS paragraph	Acc	Unacc	QAP Initials

3 Non-SS Items Checked will be inspected each Month

QAP's Signature(s)

Initials

